



What You Must Know?

Important Information
for better care and
better health.



**Complaint
Management
Process**



**Nutrition
Education**



**Nutrition for
common conditions**



**Safe Feeding at
Home**



**Preventing
Pressure
Ulcers**



eShifa

Home Health Services

Trusted care, right at home.



051-111-111-567

www.eshifa.org

1. Complaint Management Process

- ▶ *We encourage patients and families to share concerns. Whenever possible, we will try to address the matter promptly at the point of care. If you wish to lodge a formal complaint, you may contact eShifa Home Health through:*

Email: complainants@eshifa.org

Home Care Complaint Hotline: 0333-1786123,

UAN: 051-111-111-567

- ▶ *Your complaint will be acknowledged, documented, and reviewed fairly, respectfully, and confidentially.*
- ▶ *The standard complaint resolution timeline is 15 working days. This timeline may be extended if a more detailed investigation is required, and you will be informed accordingly.*
- ▶ *Raising a complaint will not negatively affect the patient's current or future care or services.*
- ▶ *If you are not satisfied with the complaint resolution process, you have the right to contact the relevant external healthcare regulatory authority.*

2. Nutrition Education

Safe Nutrition for Better Care at Home

- ▶ *Good nutrition helps maintain strength, hydration, healing and recovery*

For Elderly Patients

- ▶ *Give small, frequent and nutritious meals.*
- ▶ *Choose soft foods if chewing is difficult.*
- ▶ *Encourage fluids unless restricted.*
- ▶ *Monitor appetite and unintentional weight loss.*
- ▶ *Report difficulty chewing or swallowing*

Clean Food and Safe Water

- ▶ *Use clean, safe drinking water for drinking, preparing food, and giving medicines.*
- ▶ *Wash fruits and vegetables thoroughly with clean water before eating or cooking.*
- ▶ *Use clean water to wash cooking utensils and feeding equipment.*
- ▶ *If the safety of the water is uncertain, use properly boiled or filtered water.*

For Bedridden & Chronically Ill Patients

PROTEIN + ENERGY + FLUIDS + FIBER

- ▶ Good nutrition supports strength and healthy skin, promotes wound healing, and supports overall recovery.
- ▶ Follow the patient's prescribed diet, fluid restriction and feeding plan.
- ▶ For a personalized diet plan or dietitian consultation, call eShifa Home Health **UAN: 051-111-111-567**

Nutrition for Common Conditions

Diabetes

- ▶ Choose vegetables, daal, whole-wheat roti, eggs, lean protein and whole fruits.
- ▶ **Limit:** Sugar, mithai, sugary drinks, juices and sweetened tea

High Blood Sugar

- ▶ Choose fresh foods, vegetables, fruits, daal and whole grains.
- ▶ **Limit:** Salt, achar, papad, chips, nimco and processed foods.

Kidney Disease

- ▶ Follow the individualized renal diet prescribed by the healthcare team. Protein, salt, potassium, phosphorus and fluids may require adjustment.

Constipation

- ▶ When appropriate, increase fluids, vegetables, fruits, whole grains and daal. Encourage activity as tolerated.

Safe Feeding at Home

Before Feeding

- ▶ Confirm the prescribed diet.
- ▶ Check food texture and fluid consistency.
- ▶ Check allergies and restrictions.
- ▶ Position the patient safely.

During Feeding

- ▶ *Feed slowly.*
- ▶ *Give appropriate bites/sips*
- ▶ *Never force-feed*
- ▶ *Watch for coughing or choking.*

After Feeding

- ▶ *Keep the patient upright as appropriate.*
- ▶ *Monitor food/fluid intake and tolerance*
- ▶ *Report concerns to the healthcare team.*

When To Contact The Healthcare Team

Report:

- ▶ *Poor appetite or reduced intake.*
- ▶ *Unintentional weight loss.*
- ▶ *Difficulty chewing or swallowing.*
- ▶ *Repeated vomiting or diarrhea.*
- ▶ *Signs of dehydration.*
- ▶ *Increasing weakness.*
- ▶ *Poor wound healing.*

REMEMBER: RIGHT PATIENT • RIGHT DIET • RIGHT TEXTURE • SAFE FEEDING • CONTINUOUS

Do not change a prescribed therapeutic diet, food texture, fluid consistency or fluid restriction without consulting the healthcare team

Preventing Pressure Ulcers

- ▶ *Change the patient's position regularly, as advised by the healthcare team.*
- ▶ *Keep the skin clean and dry, and check the back, hips, heels, elbows, and ankles daily.*
- ▶ *Keep bed sheets clean, dry, smooth, and free from wrinkles.*
- ▶ *Use a pressure-relieving mattress if advised.*
- ▶ *Inform the healthcare team if you notice lasting redness, swelling, blisters, broken skin, discharge, or pain.*



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